GLEIF Service Report December 2017

**Availability:** The breach identified with regard to the service ‘Check for duplicates’ was due to a temporary failure of our infrastructure provider’s underlying virtualization system.

**Administration:** Nothing to report this month as no action was required regarding the services ‘Conduct annual accreditation verification’ and ‘Provide electronic LOU invoices’.

**Operating:** This month all services met their required service level targets.

### Availability

- **Upload LEI & LE-RD**
  - **Target:** 99.9%
  - **Status:** 100%

- **Check for duplicates**
  - **Target:** 99.9%
  - **Status:** 99.3%

- **Provide LOU Communications Portal**
  - **Target:** 97.7%
  - **Status:** 100%

- **Customer Portal**
  - **Target:** 97.7%
  - **Status:** 100%

- **Data Room**
  - **Target:** 97.7%
  - **Status:** 100%

- **LEI Look-up API**
  - **Target:** 97.7%
  - **Status:** 100%

### Administration (Update Frequency)

- **Conduct annual accreditation verification**
  - **Target:** Annually
  - **Status:** Nothing to report this month.

- **Provide electronic LOU invoices**
  - **Target:** Quarterly
  - **Status:** Nothing to report this month.

- **Upload LEI & LE-RD**
  - **Target:** Annually
  - **Status:** N/A

- **LEI Look-up API**
  - **Target:** Annually
  - **Status:** N/A

### Operating

#### PROCESSING TIME FOR:

- **Check for duplicates**
  - **Target:** < 0.1 Minute
  - **Status:** 1 Minute

- **Conduct annual accreditation verification**
  - **Target:** N/A
  - **Status:** 30 Days

- **Manage technical incidents – Priority 1**
  - **Target:** N/A
  - **Status:** 24 Hours

- **Manage technical incidents – Priority 2**
  - **Target:** 1 Day
  - **Status:** 2 Days

- **Manage technical incidents – Priority 3**
  - **Target:** 3 Days
  - **Status:** 3 Days

- **Perform accreditation (GLEIF) - Accreditation plan**
  - **Target:** N/A
  - **Status:** 45 Days

- **Perform accreditation (GLEIF)**
  - **Target:** N/A
  - **Status:** 3 Months

- **Perform accreditation (LOU)**
  - **Target:** N/A
  - **Status:** 6 Months

- **Provide electronic LOU invoices**
  - **Target:** N/A
  - **Status:** 10 Days

- **LOU queries in the Communications Portal**
  - **Target:** N/A
  - **Status:** 2 Days

- **Register an account for gleif.org login**
  - **Target:** Quarterly
  - **Status:** < 1 Day

- **Upload LEI & LE-RD**
  - **Target:** Quarterly
  - **Status:** < 0.1 Hour

- **LEI Look-up API**
  - **Target:** Quarterly
  - **Status:** < 0.1 Second

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